



Quality Management Policy

Quality is important to our business because we value our clients. We strive to provide our clients with services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback
2. recording and responding to customer complaints
3. selection of collaborators based on previous working relationships and first hand experience where possible
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures reflects the specific of particular projects and are developed in collaboration with the client (and made available to all).

Signed by Paul Sayers, Partner

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